



Leadership Link

Web site: <http://www.lincoln.ne.gov/city/person/NMA-1index.htm>

September 2005

Volume 9, Issue 3

CALENDAR OF EVENTS

October 1-3

National NMA
Conference in Reno,
Nevada

October 4

Luncheon meeting
11:30 a.m.
Champions Club - UNL
Dr. Lynn Harland

October 5

EXPO State
Capitol Building
8:00 a.m. until noon

October 19

Board of Directors
11:30 a.m.

November 1

Breakfast meeting
7:30 a.m.
1st Choice Credit Union
Chief Tom Casady

November 16

Board of Director
11:30 a.m.

PRESIDENT'S MESSAGE

Julia Peter

Another month has flown by and although not all went as planned, we again enjoyed an interesting speaker, Dr. B.J. Reed, and his expertise on "Strategic Planning in Government."

I want to thank all who attended the meeting on September 6th and your understanding of unexpected situations. A special thanks to Lana Tolbert and Michele Williamson from the Building and Safety Department for all of their help at the reservation table and for staying after the meeting.

On Oct. 1-3, 2005, NMA will be holding the 2005 National Conference in Sparks (Reno), Nevada. Colleen Floth, Public Relations Chair and Nebraskaland Council Delegate will be attending the conference. She will accept Leadership Link's Outstanding Chapter Award. For information about the conference, you can go to the NMA Web site at: www.nma1.org. We will be looking forward to hearing about the conference and seeing our award upon her return. To view previous awards, there is a display bulletin board in Room 107 (Personnel Department) at the County/City building.

I am looking forward to seeing everyone at our October 4th speaker's meeting. It is being held in a new location, the UNL Champions Club.

Meet Dr. B.J. Reed

Strategic planning in government was the topic of the September 2005 NMA/Leadership Link breakfast program. Dr. B.J. Reed, Dean of the College of Public Affairs and Community Service, spoke to the membership and guests on potential pitfalls and opportunities when using the strategic planning process in the public sector.

Dr. Reed discussed the various aspects of strategic planning and how the process within the public sector can be different from in the private sector due to government's volatility. Reed also stressed the importance of fully understanding the organization's culture and readiness to take on the tasks required in this important planning tool, cautioning those attending that failure in strategic planning is not uncommon.

Dr. Reed commented on some specific challenges to a successful strategic planning process in government. He discussed the importance of insuring that the strategic planning process and the organization's budget process were in the same cycle to avoid the issue of a lack of funding for identified goals and strategies. Dr. Reed indicated that he would be happy to discuss strategic planning or answer any specific questions members may have on this topic. Dr. Reed can be reached at (402) 554-2675 or at his e-mail address breed@mail.unomaha.edu.



Leadership Link
Chapter #517
P.O. Box 85224
Lincoln, NE
68501-5224

**Nebraska State Government
Chapter (NSGC)
invites you to the 20th anniversary
of
EXPO
October 5, 2005
8:00 a.m. - 12:00 p.m.
Nebraska State Capitol Building**

LEADERSHIP LINK
EXECUTIVE BOARD

Meetings are held the third Thursday of the month

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441-7463

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NEBRASKALAND COUNCIL

The Quarterly meeting of the Nebraskaland Council meeting was held in Omaha on September 14, 2005. All three delegates from Leadership were present at this meeting. We were informed that Jan Lehmkuhl had submitted her resignation as National Director effective December 31, 2005. There was discussion concerning Chapters that wanted to sponsor a national director. Both Midlands and Lennox Marshalltown were going to take that information back to their Chapter memberships. If anyone is interested in becoming a National Director, please contact Julie Peter, EJ Schumaker or Colleen Floth.

The Council further discussed the Certified Manager's program and will be making a decision about sponsoring a study group. In order for this to be beneficial and productive to the Council, we need to know the number of persons interested. **If you are interested in the Certified Manager's program, please contact Colleen Floth by e-mailing her at: cfloth@lincoln.ne.gov.**

MARK YOUR CALENDARS



Dr. Lynn Hartland, Chair of Marketing & Management Department at UNO, will be the speaker at the October 4th monthly meeting. Dr. Harland will be speaking on "Implementing a 360-Degree Performance Appraisals:

Issues to Consider." The meeting will be held at the Champions Club at UNL beginning at 11:30 a.m. You may park in the parking lot to the south of the Champions Club and your parking ticket will be validated.

Dr. Hartland is an Associate Professor and Chair of Marketing & Management at University of Nebraska Omaha. Dr. Harland teaches graduate courses in Organizational Behavior & Organizational Theory, Leadership Development for executives and a graduate course titled, *Essential Leadership Skills*.

Cost: \$9.00 members

\$12.00 non members

Police Chief Thomas K. Casady will be our speaker at the November 8th monthly meeting. He will be speaking on "The intriguing Uses of Geographic Information Systems (GIS)." This meeting will be held at 1st Choice Credit Union, 21st & N Streets, beginning at 7:30 a.m. Breakfast will be catered.

Cost: \$9.00 members

\$12.00 nonmembers

Hope to see you all there!



Officer Spotlight

Trish Owen has been an active member of Leadership Link. In recent years, she has worked on the Web site along with Doug Thorpe, has served on several committees, and was the recipient of last year's Member of the Year award. She is currently serving as Chair of the Program Committee.

Q: If you could take a famous person to dinner, who would it be and why?

A: I would love to have dinner with General Colin Powell. He is very interesting to me. I think it would be fascinating to have an off-the-record conversation with him about surviving and thriving at that level of politics and to get his perception of what is happening in the world today.

Q: In your free time, what hobbies, interest or passions do you pursue?

A: I love motorcycle riding with my husband and watching Nebraska football games with our friends. I used to fly a single engine airplane, but gave that up years ago when I went back to school. I guess it's time now to find a new hobby. But being a Gemini (see below) I can't seem to find something that I don't get bored with!

Q: What is your favorite restaurant(s)?

A: I enjoy Patty's Pub by the Gateway Mall. The food is good and the atmosphere is very relaxed. A great Friday night wind-down location. I really enjoy going to the Green Gateau as well. The place reminds me of dressing up as a little girl and having a tea party.

Q: Why did you join Leadership Link and become an officer?

A: I initially joined Leadership Link to meet people who were working for the City and County. I had just moved to Lincoln and did not really know anyone here. I became a committee chair this year to help the organization in any

way I could. I am passionate about the need and importance of providing continuing education programs. Training and education seems, unfortunately, to be one of the first things organizations cut in tight budget times. Many times, it's to the long term detriment of the organization and its employees. I love to learn new things and this was my way of helping to provide those educational opportunities.

Q: If you could build your dream home anywhere in the world, where would it be and why?

A: Colorado, the mountains, overlooking a beautiful river or lake.

Q: What is your horoscope sign and does it fit you?

A: I am a Gemini, and yes, much to my husband's dismay, I fit the mold. Gemini's are easily bored and seem to need new projects and variety to keep them happy. They are good communicators, adaptable, and versatile . . . we are pulled many ways. I find myself in good company with other Gemini's such as Bob Hope, John F. Kennedy, Walt Whitman and Bob Dylan!

"Good Leadership consists of motivating people to their highest levels by offering them opportunity not obligations,"

- John Heider, writer & educator

Volunteering Again? Get Credit for it!

Help your chapter score big!

If you are involved in a community service project or event, please e-mail this information to Martha Hakenkamp at Mhakenkamp@lincoln.ne.gov, so our chapter will receive national credit for an Outstanding Chapter Award for 2005.



Community Service

By Martha Hakenkamp

Paula Bennett, Leadership Link member since 2004, coordinated a donation drive at the First United ActivAge Center to benefit the Friendship Home.

Center members donated numerous personal care items to our community's domestic violence shelter. Center participant, Delores Gade, donated more than ten beautiful handmade quilts! It was her hope that her quilts would keep the women and children at Friendship Home warm as well as lift their spirits to have something homemade. Congratulations to Paula for leading such a successful campaign!

During the month of August, the following Leadership Link members put their leadership skills into action to help their community.

Tom Baumann:

Evening Optimist Club & Lancaster Manor

Paula Bennett:

Friendship Home

Ron Peery:

UNL Volleyball Booster Club, West Lincoln Sertoma Club & South Lincoln Track Club

Colleen Andrews:

COAHP & WPS

Suzu Campbell:

AIM Mentor

Martha Hakenkamp:

Friends of the Robert Hillestad Textiles Gallery

Tracie Foreman:

Lifetime Health Community Service Activities

Jan Ekeler:

Lifetime Health Community Service Activities

Is your name missing from this list?

Please consider telling us how you share your time and talents with the community. Who knows? There could be another Leadership Link member interested in the same cause and they don't know who to ask about it. Send an email to mhakenkamp@lincoln.ne.gov and share your story.

Get Comfortable Wearing the Manager's Hat

by Therese Droste

Monster Contributing Writer

Your job description doesn't include the word "manager," but sometimes you're forced to wear a manager's hat. You may find yourself hiring temps to help complete a project, or your department may grow and move you up the totem pole.

Unfortunately for most administrative professionals, many organizations don't train staff in management skills, yet companies pile on supervisory expectations.

Part of the problem is that businesses have cut out many middle-management positions over the past decade. "Administrative professionals are picking up some of that slack," says Susan Botts, an administrative professional at Hood College in Frederick, Maryland. What's missing is training and experience that traditional middle managers possessed, she says.

When Regina Graham was put in a supervisory position several years ago, she took some seminars and classes on how to manage. But that was after she'd already been through a rough experience.

Several years ago, Graham found herself suddenly thrust into a trial-by-fire management role. She was

assigned to manage a difficult administrative assistant. The surly admin. claimed she hadn't been told Graham was going to be her new supervisor and became uncooperative.

"It shocked me; I wasn't sure how to handle the situation," says Graham, now vice president of the Capital Chapter of the International Association of Administrative Professionals in Washington, D.C. Her solution? She went to the human resources department to straighten things out. HR told her to meet one-on-one with her employee to discuss the conflict and then write a detailed report about the discussion. Graham worked hard to turn the employee around over the next few months. Unfortunately, she was given the grim task of firing the assistant when performance didn't improve.

Graham's experience is all too common for administrative professionals. Through that difficult first experience as a supervisor, Graham earned her stripes and went on to manage several more workers over the next two years. Today, she's happy to be in a new job that doesn't include overseeing others. "While I learned a lot, I don't miss managing people," she says. "I don't miss writing performance reviews."

It's difficult, to say the least, to be thrust into an area that requires new skills you are not trained for. Here are some tips to help you get started in your new role as a supervisor:

Enlist Your Boss's Support

"Don't be afraid to ask questions of your boss and coworkers," says Botts. Graham recalls that her supervisor's support made a difference. "You can't be put into a management position and be left there to hang yourself," she says.

Be Open: "Keep the communication lines open between the supervisor and employee," says Graham. "You can't play guessing games; you can't read each other's minds. You must talk about situations and try to resolve them together."

Ask Your Boss to Send You to Training Programs: Two good places to find training programs are Padgett-Thompson Seminars and American Management Association.

Supply Your Employees with Plenty of Information: "I believe in teaching someone how

to do something as opposed to telling them," says Botts. "Also, if you explain to someone why they are doing a task, it helps them see the big picture." **Learn the Art of Delegation:** One of the biggest challenges to a new admin supervisor is how to do all of your work while you also supervise someone," says Botts. "You have to learn what to delegate to an employee." **Go to HR.** "HR was a big help," says Graham. "If you find yourself in a bind, immediately talk to someone in HR."

N.M.A. STATEMENT OF PRINCIPLES

- NMA is dedicated to managerial excellence, personal and professional growth, and leadership development. The following principles identify
- NMA's core beliefs and provide the basis for the Association's Mission Statement.
- We believe in the highest standards of personal and organizational integrity and respect for the individual.
- We believe in lifelong learning, continuous improvement, and the development of a workforce capable of sustaining a competitive posture in the global economy.
- We believe management is a creative, dynamic, and essential process enabling people to achieve personal and organizational objectives.
- We believe that managerial responsibility is shared among all individuals at all levels of the organization and that leadership is critical to management success.
- We believe that individuals and organizations have a community and civic responsibility.

CODE OF ETHICS

- I will recognize that all individuals inherently desire to practice their occupations to the best of their ability.
- I will assume that all individuals want to do their best.
- I will maintain a broad and balanced outlook and will recognize value in the ideas and opinions of others.
- I will be guided in all my activities by truth, accuracy, fair dealing and good taste.
- I will keep informed on the latest developments in techniques, equipment, and processes.
- I will recommend or initiate methods to increase productivity and efficiency.
- I will support efforts to strengthen the management professional through training and education.
- I will help my associates reach personal and professional fulfillment.
- I will earn and carefully guard my reputation for good moral character and good citizenship.
- I will promote the principles of our American Enterprise System to others, by highlighting its accomplishments and displaying confidence in its future.



EJ Schumaker has resigned her position as Associate Director, Past President, and Nebraskaland Council Delegate effective October 5, 2005. She has accepted another position at a location outside of Lincoln. Leadership Link appreciates all of EJ's dedication to our chapter and our good wishes go with her in her new journey.